

BH - Behavioral and Social Health

BH-ADL ACTIVITIES OF DAILY LIVING

OUTCOME: The patient/family will understand how the patient's ability to perform activities of daily living (ADLs) impact the care plan including in-home and out-of-home care.

STANDARDS:

1. Define activities of daily living (ADLs) (e.g., the everyday activities involved in personal care such as feeding, dressing, bathing, moving from a bed to a chair (also called transferring), toileting, and walking) and discuss how the patient's ability to perform ADLs affects their ability to live independently.
2. Assist the patient/family in assessing the patient's ability to perform activities of daily living.
3. Provide the appropriate information and referrals for services needed to increase, maintain, and/or assist with activities of daily living.

BH-ANA ABUSE AND NEGLECT – ADULT

OUTCOME: The patient/family will understand the definitions and warning signs of adult abuse and neglect and be aware of available medical treatment and social services for victims.

STANDARDS:

1. Discuss and define the different types of adult abuse and neglect including emotional, physical, and sexual.
2. Emphasize the importance of reporting suspected incidents of adult abuse and neglect to the patient's healthcare provider and the proper adult protective and law enforcement agencies.
3. Discuss patient rights to privacy and confidentiality as it relates to patient/family safety and mandatory reporting laws for providers, as appropriate.
4. Identify methods and resources to enhance patient safety while maintaining the patient's autonomy and independence as appropriate.

BH-ANC ABUSE AND NEGLECT – CHILD

OUTCOME: The patient/family will understand the definitions and warning signs of child abuse and neglect and be aware of reporting requirements and the availability of immediate medical care and welfare/protective services.

STANDARDS:

1. Discuss and define the different types of child abuse and neglect including emotional, physical, and sexual.
2. Emphasize the importance of reporting suspected incidents of child abuse and neglect to the proper law enforcement and child welfare/protective agencies and the patient's healthcare provider.
3. Discuss patient rights to privacy and confidentiality as it relates to patient/family safety and mandatory reporting laws for providers.
4. Emphasize the importance of securing appropriate medical care, behavioral health and social services for victims of child abuse and their families with an emphasis on immediate safety and medical needs of the victim.

BH-CM CASE MANAGEMENT

OUTCOME: The patient/family will understand the importance of integrated case management in achieving optimal behavioral health.

STANDARDS:

1. Discuss the roles and responsibilities of each member of the care team including the patient, family, and providers in the case management plan.
2. Explain the coordination and integration of resources and services in developing and implementing the case management plan.
3. Explain the need to obtain the appropriate releases of information necessary to support integrated case management and to maintain patient privacy and confidentiality. **Refer to AF-CON.**

BH-CUL CULTURAL/SPIRITUAL ASPECTS OF HEALTH

OUTCOME: The patient/family will understand the impact and influences cultural and spiritual traditions, practices, and beliefs have on health and wellness.

STANDARDS:

1. Explain that the outcome of disease processes may be influenced by choices related to health and lifestyles, e.g., diet, exercise, sleep, stress management, hygiene, full participation in the medical plan. (Stoic Fatalism)
2. Discuss the potential role of cultural/spiritual traditions, practices and beliefs in achieving and maintaining health and wellness.
3. Explain that traditional medicines/treatments should be reviewed with the healthcare provider to determine if there are interactions with prescribed treatment.

PATIENT EDUCATION PROTOCOLS: BH - BEHAVIORAL AND SOCIAL HEALTH

4. Explain that the medical treatment plan must be followed as prescribed to be effective and that some medications/treatments take time to demonstrate effectiveness.
5. Discuss that traditions, such as sweat lodges, may affect some conditions in detrimental ways. Healing customs or using a traditional healer may have a positive effect on the patient's condition.
6. Refer to clergy services, traditional healers, or other culturally appropriate resources.

BH-DP DISEASE PROCESS

OUTCOME: The patient/family will understand the process of a behavioral health diagnosis or issue and develop a plan to participate in treatment.

STANDARDS:

1. Explain the behavioral health condition and causes. Reassure the patient.
2. Explain how the diagnosis is made (e.g., by symptoms, through testing), as applicable).
3. Discuss options for treatment, both short-term and long-term.

BH-EX EXERCISE

OUTCOME: The patient will understand the importance of increased physical activity in order to attain optimal behavioral health and wellness.

STANDARDS:

1. Explain that moderate physical activity may increase energy, improve circulation, enhance sleep, and reduce stress and depression.
2. Explain that the goal is at least 150 minutes of physical activity a week, for example, walking:
 - a. 30 minutes 5 days per week
 - b. 15 minutes bouts 2 times a day 5 days per week
 - c. 10 minutes bouts 3 times a day 5 days per week
3. Encourage the patient to increase the intensity of the activity as the patient becomes more fit.
4. Assist the patient in developing a personal exercise plan. **Refer to HPDP-EX.**
5. Discuss obstacles to a personal exercise plan and solutions to those obstacles.
6. Discuss medical clearance issues for physical activity.

BH-FU FOLLOW-UP

OUTCOME: The patient/family will understand the importance of follow-up and make a plan to keep follow-up appointments.

STANDARDS:

1. Discuss the importance of follow-up care to achieving the goals in the care plan.
2. Discuss the procedure for obtaining follow-up appointments.
3. Provide information about transportation assistance for follow-up appointments if needed and if available at your institution.

BH-HOU HOUSING

OUTCOME: The patient/family will understand the relationship between adequate and safe housing and optimal health and the options available for emergency shelter and/or affordable housing.

STANDARDS:

1. Provide the patient/family with current information on the availability of shelter services and/or affordable housing or housing assistance (e.g., subsidized housing, emergency rental assistance).
2. Provide the patient/family with assistance and advocacy as needed when attempting to secure shelter or housing services.

BH-IR INFORMATION AND REFERRAL

OUTCOME: The patient/family will receive information and referral for alternative or additional services as needed or desired.

STANDARDS:

1. Provide the patient/family with alternative or additional sources for care and services.
2. Provide the patient/family with assistance in securing alternative or additional resources as needed.

BH-L LITERATURE

OUTCOME: The patient/family will receive literature about behavioral health issue(s).

STANDARDS:

1. Provide patient/family with appropriate literature and/or Website addresses to facilitate understanding and knowledge of behavioral health issues.
2. Discuss the content of the literature.

BH-M MEDICATIONS

OUTCOME: The patient/family will understand the goal of medication management.

STANDARDS:

1. Discuss proper use, benefits, common side effects, and length of therapy for the prescribed medications.
2. Emphasize full participation and continuation of therapy as prescribed even if improvement is not seen immediately. Emphasize taking medications, including injectable medications, administered at the correct time.
3. Emphasize the importance of communication with the physician and pharmacist about other medications currently being taken and any new medications prescribed while taking this medication.
4. Emphasize that many traditional medicines, herbal remedies, and over-the-counter medicines can have dangerous interactions with psychiatric drugs. Reinforce the importance of talking to the physician and/or pharmacist before taking any non-prescription or prescription treatment while on this medicine.
5. Inform the patient that if their medication is changed, there may be a few days to a few weeks waiting period before a new medication is started.
6. Inform the patient that alcohol is contraindicated while taking medications and that use of recreational drugs may make the medications ineffective.

BH-PLC PLACEMENT

OUTCOME: The patient/family will understand the recommended level of care/placement as a treatment option.

STANDARDS:

1. Explain the rationale for the recommended placement based on patient/family preference, level of need, involuntary placement, safety, eligibility, availability and funding.
2. Explain that the purpose of placement is to improve mental or physical health and to ensure a safe and supportive environment for continued healing.
3. Discuss alternative placement or treatment options if recommended placement is declined or unavailable.
4. Discuss patient/family fears and concerns regarding placement and provide advocacy and support.

BH-RI PATIENT RIGHTS AND RESPONSIBILITIES

OUTCOME: The patient/family will understand patient rights and responsibilities.

STANDARDS:

1. Explain to the patient/family their rights and responsibilities.
2. Discuss patient's rights to privacy and confidentiality with exceptions for patient safety and harm to self/harm to others as appropriate.
3. Explain to the patient/family the process for addressing conflict resolution and grievance.

BH-SM STRESS MANAGEMENT

OUTCOME: The patient/family will understand the role of stress management in mood disorders and behavioral health issues.

STANDARDS:

1. Explain that uncontrolled stress is linked with the onset and exacerbation of behavioral health issues.
2. Explain that uncontrolled stress can interfere with the treatment of behavioral health issues.
3. Explain that effective stress management may reduce the severity of symptoms the patient experiences, as well as help improve the health and well-being of the patient.
4. Emphasize the importance of seeking professional help as needed to reduce stress.
5. Discuss that stress may exacerbate adverse health behaviors such as increased tobacco, alcohol or other drug (AOD) use as well as inappropriate eating, all of which may increase the severity of anxiety and increase the risk of depression and harm to self and/or harm to others.
6. Discuss various stress management strategies which promote a healthy lifestyle. Examples may include:
 - a. Becoming aware of your own reactions to stress
 - b. Recognizing and accepting your limits
 - c. Talking with people you trust about your worries or problems
 - d. Setting meaningful and measurable goals
 - e. Getting enough sleep
 - f. Making healthy food choices
 - g. Regular physical activity
 - h. Taking vacations
 - i. Practicing meditation
 - j. Practicing self-hypnosis
 - k. Using positive imagery

PATIENT EDUCATION PROTOCOLS: BH - BEHAVIORAL AND SOCIAL HEALTH

- l. Practicing relaxation methods such as deep breathing or progressive muscular relaxation
- m. Participating in spiritual or cultural activities
7. Provide referrals as appropriate.

BH-TE TEST/SCREENING

OUTCOME: The patient/family will understand the test(s) or screening(s) to be performed, including indications and impact on further care.

STANDARDS:

1. Explain the test/screening ordered and any necessary consent as needed.
2. Explain the indications, benefits and risks of the test/screening to be performed, as appropriate, including the consequences of refusal.
3. Explain how the test/screening relates to the course of treatment.
4. Explain the necessary preparation for the test/screening, including appropriate collection or preparation.
5. Explain the meaning of the test/screening results, as appropriate, and the implications for care.

BH-TH THERAPY

OUTCOME: The patient/family will understand the goals and process of therapy

STANDARDS:

1. Review the reason for the initial referral for therapy as part of the care plan.
2. Explain that therapy may include individual, group, psycho-educational/therapeutic, talking circles, or other modalities.
3. Explain that the therapist and the patient will jointly establish the treatment method, frequency and duration, treatment guidelines, and goals and objectives.
4. Emphasize that for therapy to be successful the patient/family must fully participate with the treatment plan.

BH-TLM TELE-MENTAL HEALTH

OUTCOME: The patient/family will be aware of the option of receiving tele-mental health.

STANDARDS:

1. Explain that tele-mental health services are an alternative to face-to-face care when the patient/family lives in a geographically remote area or the needed service does not exist locally.

PATIENT EDUCATION PROTOCOLS: BH - BEHAVIORAL AND SOCIAL HEALTH

2. Explain the risks and benefits of the service offered and informed consent must be obtained. Explain that patients are free to refuse tele-mental health services; however, there may not be any other services available.
3. Discuss the process of tele-mental health including the use of telecommunication equipment, the role of the distant consulting clinician and the proximate treating clinician and the plans for clinical management (e.g., level of support at the originating site, where prescriptions can be filled, and emergency services if needed.).

BH-TR TRANSPORTATION

OUTCOME: The patient/family will understand the options available to them in securing reliable, affordable and accessible transportation in order to keep healthcare and other appointments.

STANDARDS:

1. Provide the patient/family with information regarding transportation options which may include transportation covered by insurance, public, handicap accessible, and tribal or other community transportation services.
2. Assist the patient/family in determining eligibility requirements, obtaining and completing applications and securing documentation as needed to attain transportation services.

BH-WL WELLNESS

OUTCOME: The patient/family will understand the behaviors and lifestyle choices that contribute to wellness.

STANDARDS:

1. Explain healthy food choices are an important component of behavioral and emotional health. **Refer to HPDP-N.**
2. Emphasize the importance of stress reduction and increased physical activity in behavioral and emotional health.
3. Discuss that behavioral and emotional problems may result from unhealthy patterns of social interaction.
4. Emphasize that the use of alcohol and other drugs (AOD) can be extremely harmful to behavioral and emotional health.
5. Encourage the patient/family to identify and participate in healthy family, social, cultural, and community activities.
6. Provide the patient/family with appropriate patient information and referrals to obtain further information and services in order to make healthy choices and promote wellness.